Tab B Return on Investment Program Funding Application for FY 2013

Contact Information:

Funding to be requested (select only one):

__X_ IT Enterprise Solution project

____ Agency Specific IT project

Date: 8/31/2011

Agency Name: DAS

Project Name: Web Monitoring and
Investigation Tools

Agency Manager: Jeff Franklin

Agency Manager Phone Number / E-Mail: 515-281-4820

Executive Sponsor (Agency Director or
Designee): Lorrie Tritch

Amount of Funding Requested: $ 525,000

Section I: Project Description:

The State of Iowa employs approximately 20,000 employees, the majority of which have access to the internet. Some agencies have implemented web usage monitoring software to assist with blocking inappropriate sites and managing employee usage of the internet. Most agencies do not have this capability. The Information Security Office frequently gets calls from outside agencies requesting assistance with employee investigations. A common request is to provide information on the employee's use of their work computer and internet history. Because no preplanning is typically done and physical access to the computer is often required, these investigations are often very timely and cumbersome. In additional, several employees work remotely or out of their homes, so managing and reporting on their internet usage is challenging or not currently possible.

This project is intended to procure web-monitoring software for those agencies that do not currently have the capability and begin the process of standardizing on a solution for state government. We will also purchase forensic investigation tools for the ISO to retrieve and report on findings in a timely manner. Additional web traffic and monitoring controls will be purchased to improve our capabilities to augment these functions.

This project supports the State of Iowa Employee Handbook "Use of State Property Provision" and several agency computer use policies. This project also supports the State of Iowa Enterprise Security Standards.

Reducing the number of web usage monitoring solutions and centrally managing the solution for all agencies within state government is the most cost effective approach. In addition, centralizing management of web usage controls will improve the integration of security efforts for the State of Iowa, increase the effectiveness of policy enforcement and ultimately reduce risk to agencies and State government

as a whole.   In order to make optimal use of what tools and services currently exist in state government, a multi-agency team will be assembled to evaluate which products can be provisioned in a centralized environment and which products need to be acquired.

These efforts are supported in SF2088, EO20 and EO26 and will support the Governor's Leadership Agenda to decrease cost in State government by at least 15%. This strategic initiative is also supported in the DAS Strategic Plan to consolidate state services.

Section II: Expected Results

This project will benefit citizens and State of Iowa agencies by improving the enforcement of internet usage policies. State of Iowa employees who are unproductive due to excessive internet use on the job or who visit inappropriate websites will no longer have that capability. Managers will have access to reports on employee internet usage so they can address the issue with their staff and take disciplinary action if necessary. Having the necessary investigation tools will assist the Information Security Office and management when conducting employee investigations by making them more timely and effective. Additional web controls will be implemented to monitor for incoming malicious traffic and further protect the State's IT web environment. All state agencies will benefit from these tools.

This project supports the State of Iowa Employee Handbook "Use of State Property Provision" and several agency computer use policies. This project also supports the State of Iowa Enterprise Security Standards.

The State of Iowa is undergoing an IT consolidation effort to save taxpayer dollars by improving IT operational efficiencies. This project will allow us to centralize this function, improve the security of State IT resources and keep cost to a minimum. With the new central IT model, new systems and processes will be developed to support this function.

Section III: Financial Analysis

Estimated costs associated with this project include:

Web Usage Monitoring Software $275,000
Investigation Tools $100,000
Inbound Web traffic controls $150,000

ROI Calculation

Percentage of employees abusing internet privilege (20,000 * .05) = 1000 employees.
Annual unproductive hours spent surfing the internet 1000 x 1 hour per week x 50 weeks per year = 50,000.
Average hourly rate $40.00 x unproductive hours (50,000) = $2,000,000 annually.

For purposes of the ROI, we estimated a first year savings of $2,000,000 for being able to stop internet misuse and $100,000 each additional year based on reductions in associated costs with investigations and employee discipline. We did not factor

in legal costs and the potential data breach costs if a user visits a malicious site and has their computer compromised.

Funding will be used to procure hardware, software, implementation services as needed for each facet of project. Annual maintenance is estimated at 10% per year or $52,500.

Section IV: Auditable Outcome Measures

(Note that Section IV is not used in the scoring of the project)

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service
    - Number of automated State PC's / employees monitored
    - Number of automated reports delivered to managers
2. Citizen impact
    - Reduction in non-work related internet usage
3. Cost Savings
    - Increase in policy enforcement
    - Increase in effective monitoring of internet usage
    - Decrease in time spent investigating misuse
    - Lowered bandwidth cost supporting non-work usage
4. Project reengineering - unknown
5. Source of funds (Budget %) - unknown
6. Tangible/Intangible benefits
    - Productivity increase
    - Proactive enforcement and greater compliance to policy

Enclosure One – Financial Analysis

Enclosure One, Financial Analysis Spreadsheet to Return on Investment (ROI) Program Funding Application					
Agency Name:	DAS-ISO				
Application Name:	Web Monitoring and Investigation Tools				

Table One: Estimated Project Cost

	FY13	FY14	FY15	FY16	FY17
Development and Implementation Costs	$525,000	$0	$0	$0	$0
Recuring Costs	$0	$52,500	$52,500	$52,500	$52,500
Total Costs	$0	$52,500	$52,500	$52,500	$52,500

Table Two: Percentage of Costs From

General Fund					
Federal or other funding		$52,500	$52,500	$52,500	$52,500
Pooled Technology Fund	$525,000				

Table Three: Projected Reduction in Expense

For Requesting Agency	$0	$0	$0	$0	$0
For Other State Agencies	$2,000,000	$100,000	$100,000	$100,000	$100,000
TOTAL Cost Reductions	$2,000,000	$100,000	$100,000	$100,000	$100,000

Table Four: Calculated Estimated Return on Investment

Total projected cost from table one	$0	$52,500	$52,500	$52,500	$52,500
Total projected cost reductions from table three	$2,000,000	$100,000	$100,000	$100,000	$100,000
Projected Net Benefit to the State of Iowa	$2,000,000	$47,500	$47,500	$47,500	$47,500

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